



# Trinity Valley Community College

## Job Description

### Student Retention Specialist

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#### **COMMITMENT TO MISSION**

This job carries with it the obligation to uphold the Mission of Trinity Valley Community College (TVCC) in carrying out the duties of the position. A commitment to positive interpersonal behaviors, professional communication, diversity, integrity, leadership, stewardship, respect and accountability to TVCC students and employees is essential.

#### **PRIMARY PURPOSE:**

Work closely with the Office of Student Success Services to develop and implement programs designed to improve overall student success and retention.

#### **REPORTS TO:**

Director of Student Success Services

#### **SUPERVISES:**

None

#### **EDUCATION AND EXPERIENCE QUALIFICATIONS:**

##### **EDUCATION REQUIRED:**

Associate's degree

##### **PREFERRED:**

Bachelor's degree

##### **EXPERIENCE REQUIRED:**

Two (2) years' of experience in Student Services.

##### **PREFERRED:**

#### **OTHER LICENSES OR CERTIFICATIONS:**

None

#### **KNOWLEDGE AND SKILLS REQUIRED:**

- |  |                                   |
|--|-----------------------------------|
| • Typing/Data Entry                                | • Basic Math                      |
| • Computer software proficiency – Microsoft Office | • Leadership/ Management          |
| • Operating equipment – office or otherwise        | • Attention to detail             |
| • Written and oral communication                   | • Time management                 |
| • Interpersonal and/or customer service skills     | • Organization                    |
| • Public Speaking/Presenting                       | • Administrative practices        |
|  | • Advertising/Marketing practices |
|  | • Website design                  |

**The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required. Job Descriptions may be subject to change.**

#### **RESPONSIBILITIES:**

- Evaluate, collaborate, plan, and assist student academic support to improve student persistence and college retention rates
- Collaborate with faculty and staff to implement retention initiatives.
- Assists faculty and staff in identifying trends and researching best practices in student persistence and completion.
- Coordinate academic support services such as, but not limited to, tutoring, mentoring, and learning communities within a learning lab.

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- Acts as a liaison between various student affairs areas such as Counseling, Student Disability Services, Career Services and Financial Aid.
- Manage part-time student workers and tutors
- Advise and serve as a case manager for student groups or individuals identified for support services, and for individual student registration.
- Maintains records of student academic progress.
- Collaborate with Instructional Designer to support faculty in designing learning experiences aligned to meet identified needs of students.
- Collaborate with Library staff to recommend access to student academic support resources.
- Recommend learning resources for student learning spaces.
- Assist in planning and developing marketing resources (media, print, etc.) for pathways and services.
- Serve as a contact for students inquiring about the programs available.
- Monitor and assist with student support grant opportunities.
- Plan and collaborate with AVP for the budget.
- Serves as communication liaison for recruitment efforts with students regarding retention and student success services.
- Assesses retention and success initiatives and makes recommendations to increase student success, including the use of predictive analytics.
- Remains current on innovative retention and completion strategies including efforts to improve time to degree by improving remediation and support services.
- May lead or serve on various councils and committees.
- Designs, implements, and evaluates an Early Alert System for identifying at-risk students and implementing early intervention strategies to improve retention and completion.
- Responds to faculty/staff submitted Early Alerts and supports students in establishing goals to promote success.
- Manage data collection for retention efforts.
- In collaboration with the Instructional Innovation and IR team, monitors student retention data and assists in the development and implementation of success programs by incorporating data analysis and current research into campus-based retention.

#### **WORKING CONDITIONS:**

##### **TOOLS/EQUIPMENT USED:**

- Standard office equipment
- Personal computer and peripherals
- Calculator
- Multi-line phone system
- Copier
- Fax machine

##### **PHYSICAL DEMANDS:**

- Requires: Fingering, Talking, Hearing, Seeing, Repetitive Motions, Sedentary, Computer Work
- May need: Light Work
- Occasionally need to: Stooping, Kneeling, Crouching, Reaching, Walking, Pushing, Pulling, Lifting, Grasping, Medium Work

##### **MENTAL DEMANDS:**

- Environmental: Less than 25% of the time
- Emotional control under stress: More than 50% of the time
- Frequent interruptions: More than 50% of the time

##### **OTHER DEMANDS:**

None

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*The above job description has been reviewed with the employee. It was explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.*

\_\_\_\_\_  
*Employee's Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Supervisor's Signature*

\_\_\_\_\_  
*Date*

*Approved: 7/18/01*

*Revised: 10/12/2021*

<b>Classification:</b>	Staff	<b>Coordinating/Non-Coordinating:</b>	NC
<b>FLSA Status:</b>	Non-Exempt	<b>TVCC Job Code:</b>	1644
<b>DBM:</b>	B	<b>Travel Required:</b>	None
<b>IPEDS/SOC CODE:</b>	21-1012	<b>Employment Status:</b>	Full-Time
<b>Salary Range:</b>	160	<b>Length:</b>	12 Months
<b>FUND:</b>	001	<b>TRS POS. CODE</b>	TRS 01

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